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# Online.sfsu.edu request

## Primary Account

1. Verify that the requestor is a faculty member and this is their primary account.
   1. <https://apps.sfsu.edu/apps/sfsuid_lookup.htm>
   2. Status must include “Faculty”
   3. E-mail: “Primary” must be the requested account. (If not primary, see “Secondary Account” section below)
2. Add account to online group.
   1. <https://gateway.sfsu.edu/staff/IT-services>
   2. Click the “Edit” button next to the security group s-doit-online.
   3. Enter the user’s SF State ID or email address in the “Members” text box
   4. Click the “Add Member(s)” button.
   5. Click the “Save” button.
3. Close the ticket with a message that the online.sfsu.edu account will be created by 8am the next day.
   1. Your request has been processed. The account <account> will be available by tomorrow at 8am. For more information about online.sfsu.edu, please visit: <http://www.sfsu.edu/~helpdesk/unixlab/online.html>

## Secondary Account

1. Verify that the requestor is a faculty member and this is a secondary account.
   1. <https://apps.sfsu.edu/apps/sfsuid_lookup.htm>
   2. Status must include “Faculty”
   3. Verify that the requestor is either the owner or a contact for the account. (If not, close the ticket and state that the request must come from the owner or a contact. Include the owner and contacts email addresses)
2. Verify that the ticket was approved by a department chair/head and the AVP of Academic Affairs Operations (Brian Beatty).
   1. If the ticket has not been approved put the ticket in waiting for customer input status and email the customer informing them that they need approval.
3. Add user to online group.
   1. <https://gateway.sfsu.edu/staff/IT-services>
   2. Click the “Edit” button next to the security group s-doit-online.
   3. Enter the user’s SF State ID or email address in the “Members” text box
   4. Click the “Add Member(s)” button.
   5. Click the “Save” button.
4. Close the ticket with a message that the online.sfsu.edu account will be created by 8am the next day.

## Student Organization Account

1. Verify that a LEAD manager (Sarah Bauer or Joseph Greenwell) has approved.
   1. If the ticket has not been approved put the ticket in waiting for customer input status and email the customer informing them that they need approval.
2. Add account to online group.
   1. <https://gateway.sfsu.edu/staff/IT-services>
   2. Click the “Edit” button next to the security group s-doit-online.
   3. Enter the user’s SF State ID or email address in the “Members” text box
   4. Click the “Add Member(s)” button.
   5. Click the “Save” button.
3. Close the ticket with a message that the online.sfsu.edu account will be created by 8am the next day.

# Transfer ownership of a departmental account

1. Verify that the requestor is an owner of the account or a department head/chair.
   1. <https://apps.sfsu.edu/apps/sfsuid_lookup.htm>
   2. The account should be listed on the owner’s page. (If not, close the ticket and state that the request must come from the owner or a contact. Include the owner and contacts email addresses.)
2. Find the account XID.
   1. *Select acct\_id from webdata.id\_sync where account=’<account>’*
   2. Where <account> is the email shortname (ie first part of the email address up to the @)
3. Update the directory tables.
   1. *Update webdata.id\_extra\_id request\_id=’<new\_owner\_id>’ where id=’<account\_id>’;*
   2. Where <new\_owner\_id> is the SF State ID of the new owner and<account\_id> is the XID of the account.
   3. Verify that one row was updated and no errors then commit
   4. *Commit;*
4. Close the ticket with a message that account has been transferred to the new owner and the new owner can log in to [www.sfsu.edu/email](http://www.sfsu.edu/email) to update the password.

# Update last name

1. Verify that the requested last name is set in SIMS.
   1. <https://apps.sfsu.edu/apps/sfsuid_lookup.htm>
   2. Names: “Student System” must be the requested name.
2. Update the directory tables.
   1. *Update webdata.id\_name set last=’<new\_name>’ where id=’<sfsu\_id>’;*
   2. Where <new\_name> is the newly requested last name and <sfsu\_id> is the SF State ID of the user.
   3. Verify that one row was updated and no errors then commit
   4. *Commit;*
3. Close the ticket with a message that name change will take effect within one hour.

# Change email from student to staff account

1. Verify that the requestor is eligible for an Exchange account.
   1. *Select cscommon.cstat.exchange\_eligible(‘<sfsu\_id>’) from dual;*
   2. Where <sfsu\_id> is the SF State ID of the user.
   3. The result should be ‘Y’
2. Update the account.
   1. *Update webdata.id\_account set mail\_server=’exchange’ where id=’<sfsu\_id>’;*
   2. Where <sfsu\_id> is the SF State ID of the user.
   3. Verify that one row updated and no errors then commit
   4. *Commit;*
3. Close the ticket with a message that new Employee Exchange account will be ready within one hour.

# Reactivate/delete account

**Reactivate account**

1. Verify request and determine mail server:

a. Select \* from webdata.id\_sync where acct\_id='<ID\_from\_ticket>';

* *Check that there is no value in account.*

b. Select cscommon.cstat.exchange\_eligible('<ID\_from\_ticket>') from dual;

* 1. *If result is ‘Y’, use ‘exchange’ for the mail\_server, else use ‘live’.*

c. Update webdata.id\_account set account='<Account\_from\_ticket>', mail\_server='<exchange\_or\_live>', last\_update=sysdate where id='<ID\_from\_ticket>';

**Delete Account**

1. Verify request:
   1. Check lookup to make sure the person is not an active student or employee.
   2. Select \* from webdata.id\_sync where acct\_id='<ID\_from\_ticket>';
   * *Check that there is no value in account.*
2. Delete held account name:
3. update webdata.id\_account\_check set id='<ID\_from\_ticket>' where acct\_name='xxx';
   * Old account will not be able to be used again
4. Update webdata.id\_account set account= null, mail\_server=null, at\_mail = ‘N’, update\_date=sysdate where id = ‘<ID\_from\_ticket>’;
   * Old account will not be able to be used again
5. Update Ticket:
6. Set Status=Resolved
7. Copy email address from request into the CC field.

* Make sure only the CC checkbox for notifications is check (not contact).

1. Resolution Code=Resolved / Completed
2. *Add message to description.*

“Your old account name has been cleared. You may now request a new account from [www.sfsu.edu/email](http://www.sfsu.edu/email). Thank you.”

**Changing Email Account name**

1. Verify that the requestor is an owner of the account.
   1. <https://apps.sfsu.edu/apps/sfsuid_lookup.htm>
   2. The account should be listed on the owner’s page. (If not, close the ticket and state that the request must come from the owner or a contact. Include the owner and contacts email addresses.)
2. Check if the request account name is in use.
   1. *Select \* from webdata.id\_sync where account=<account>;*
   2. *Select \* from webdata.id\_alias where acct\_name=<account>;*
   3. *Select count(1) from webdata.id\_account\_check where acct\_name = ‘<account>’;*
   4. If *a* and/or *b* return a result, or *c* returns 1; close the ticket with a note that the email address is already in use; Otherwise, go to step 3.
3. Update the account.
   1. Update webdata.id\_account set account = ‘<account name>’ where id = ‘<SFSUID>’

* Where <account name> is the new request account and <SFSUID> is the SF State ID of the requestor.
  1. Verify that one row updated and no errors then commit the change.
  2. COMMIT;

1. Close the ticket with a message that the account name has changed and include how to reset the password.

# Reset WWW password

1. Verify that the requestor is an owner or contact for the account.
   1. <https://apps.sfsu.edu/apps/sfsuid_lookup.htm>
   2. Verify that the requestor is either the owner or a contact for the account. (If not, close the ticket and state that the request must come from the owner or a contact. Include the owner and contacts email addresses)
2. Check if the account is locked.
   1. SSH to www.sfsu.edu
   2. *sudo /usr/local/scripts/user.sh pamstatus <username>*
   3. if Failures is higher than 5, unlock the account
3. Unlock the account (if needed)
   1. *sudo /usr/local/scripts/user.sh pamreset <username>*
4. Update the password.
   1. *sudo /usr/local/scripts/user.sh password username*
   2. Set a new password – must include a letter, number, and special character.
5. Phone the requestor and give them the password or leave a voicemail.
6. Close the ticket with a message that the new password was either given to the requestor verbally or left on their voicemail.

# Email account request

## Department email account

1. Check if the account name is in use.
   1. *Select \* from webdata.id\_sync where account=’<account>’;*
   2. *Select \* from webdata.id\_alias where acct\_name=’<account>’ or alias\_name like ‘<account%>’;*
   3. *Select count(1) from webdata.id\_account\_check where acct\_name = ‘<account>’;*
   4. If a and/or b return a result, c returns 1; close the ticket with a note that the email address is already in use.
2. Verify that the ticket was approved by a department chair/head.
   1. If the ticket has not been approved put the ticket in waiting for customer input status and email the customer informing them that they need approval.
3. Get an ID
   1. <https://share.sfsu.edu/doit/idm/IDM%20Shared%20Documents%202/Records/Account%20deletions%20and%20XIDs.xlsx>
   2. Enter the account name for the next ID
4. Create the account.
   1. *insert into webdata.id\_name values (‘<ID>’,null, null,'<account>',sysdate);*
   2. *insert into webdata.id\_account (id, account, password, mail\_server, last\_update,at\_mail) values((‘<ID>’, '<account>',’<password>’,’exchange’,sysdate,'N');*
   3. *insert into webdata.id\_extra\_id values((‘<ID>’,’<owner\_id>’,'<type>',’<contact1\_id>’,’<contact2\_id>’,null,null,sysdate,null,null,’<dept\_code>’);*
   4. You can use LookUp (https://apps.sfsu.edu/apps/sfsuid\_lookup.htm) to lookup an ID from an email address for owner and contacts
   5. Make a random password with at least one letter, number, and special character.
   6. Verify that one row was added for each insert statement and no errors then commit
   7. *Commit;*
5. Wait 30 minutes then verify mailbox.
6. Close the ticket with a message that the account was created and include how to set the password.

## Alumni email account

1. Check that requestor is eligible.
   1. Currently only Ken Maeshiro requests these accounts. If request is from someone else, check with management.
2. Check if the account name is in use.
   1. *Select \* from webdata.id\_sync where account=<account>;*
   2. *Select \* from webdata.id\_alias where acct\_name=<account>;*
   3. *Select count(1) from webdata.id\_account\_check where acct\_name = ‘<account>’;*
   4. If *a* and/or *b* return a result, *c* returns 1; change ticket status to ‘Requires Customer Information’ and ask them to select another email address. Otherwise, go to step 3.
3. Check if the alumni has an SF State email account.
   1. *Select \* from webdata.id\_name where id=’<ID>’;*
   2. If the account exists, go to step 5, if not go to step 4.
4. Create account and email.
   1. *insert into webdata.id\_name (select ‘<ID>’, first, middle, last, ‘<account>’, sysdate from name\_tbl where id =‘<ID>’);*
   2. *insert into webdata.id\_account (id, account, password, mail\_server, last\_update,at\_mail) values((‘<ID>’, '<account>',’<password>’,’live’,sysdate,'Y');*
   3. Make a random password with at least one letter, number, and special character.
   4. Verify that one row was added for each insert statement and no errors then commit
   5. *Commit;*
5. Add the email account.
   1. *update webdata.id\_account*

*set account=’<account>’, mail\_server=’live’, at\_mail=’Y’, last\_update=sysdate where id=’<SFSU\_ID>’;*

* 1. Verify that one row was updated and no errors then commit
  2. *Commit;*

1. Wait 30 minutes then verify mailbox.
2. Close the ticket with a message that the account was created. If the ID did not exist, indicate in ticket that the alumni will have to initialize the password: <http://www.sfsu.edu/online/troubletips.htm#nopwd>

## Student organization email account

1. Verify that the request came from LEAD (currently this is either Larry Birello or Sarah Bauer)
2. Check if the account name is in use.
   1. *Select \* from webdata.id\_sync where account=<account>;*
   2. *Select \* from webdata.id\_alias where acct\_name=<account>;*
   3. *Select count(1) from webdata.id\_account\_check where acct\_name = ‘<account>’;*
   4. If a and/or b return a result, c returns 1; close the ticket with a note that the email address is already in use. Otherwise, go to 3.
3. Get an ID
   1. <https://share.sfsu.edu/doit/idm/IDM%20Shared%20Documents%202/Records/Account%20deletions%20and%20XIDs.xlsx>
   2. Enter the account name for the next ID
4. Create the account.
   1. *insert into webdata.id\_name values (‘<ID>’,null, null,'<account>',sysdate);*
   2. *insert into webdata.id\_account (id, account, password, mail\_server, last\_update,at\_mail) values((‘<ID>’, '<account>',’<password>’,’live’,sysdate,'Y');*
   3. *insert into webdata.id\_extra\_id values(‘<ID>’,'907624424','O','909729111','907606640',null,null,sysdate,null,null,'4030'); \*\*\*note, this will change if the LEAD staff change*
   4. Make a random password with at least one letter, number, and special character.
   5. Verify that one row was added for each insert statement and no errors then commit
   6. *Commit;*
5. Wait 30 minutes then verify mailbox.
6. Close the ticket with a message that the account was created.

## Create email account alias

1. Check if the request alias name is in use.
   1. *Select \* from webdata.id\_sync where account=<account>;*
   2. *Select \* from webdata.id\_alias where acct\_name=<account>;*
   3. *Select count(1) from webdata.id\_account\_check where acct\_name = ‘<account>’;*
   4. If *a* and/or *b* return a result, or *c* returns 1; close the ticket with a note that the email alias is already in use; Otherwise, go to step 2.
2. insert into webdata.id\_alias (alias\_to,alias\_name,last\_update,alias\_type,acct\_name)

values ('ID**\***','aliasname@sfsu.edu',sysdate,'smtp','aliasname')

* ID\* - Account owner’s SFSU ID or Xid for dept account

# Coursework server (UNIXLAB) requests

## Courses from the form

1. View the submissions table:
   1. Login to the doit site <https://sites.sfsu.edu/doit/admin>
   2. Go to: <https://sites.sfsu.edu/doit/node/1831/webform-results/table>

(or sites.sfsu.edu/doit/coursework-server-form then navigate to the submissions)

* 1. Get the list of course codes to add. For each also check if the Oracle box is checked. If it is, then use ‘Y’ for <oracle>, if no then use ‘N’.

1. Look up the course name.
   1. Go to <http://www.sfsu.edu/~bulletin/current/>
   2. In the Search Bulletin, enter the course code.
   3. Check the course code with the bulletin entry and copy to course title.
2. Add the course to the provisioning table
   1. Connect to idm in production.
   2. Check that the course doesn’t already exist. The numb must be form digits. Add a leading zero if it is only 3 digits.

*select \* from unixlab\_courses2 where ABBR=’<course\_abbreviation>’ and NUMB=’<course\_number>’ ;*

*eg select \* from unixlab\_courses2 where abbr=’ENGR’ and numb=’0212’;*

* 1. Add the course:

*Insert into unixlab\_courses2 values(‘<course\_abbreviation>’,’<course\_code>’,’<oracle>’,sysdate);*

* 1. Verify that one row was added then commit.

1. Add the course to the access list.
   1. Go to: <https://sites.sfsu.edu/doit/unixlab-access>
   2. Click the edit link.
   3. Under “Courses” in alphabetical order, add a row by right clicking and selecting Row -> Add Row Below.
   4. Enter the course code and title (from step 2). If oracle was selected, put an asterisk “\*” beside the course code.
2. Close the ticket with a message that the accounts will begin provisioning overnight.

## Majors from the form

1. View the submissions table:
   1. Login to the doit site <https://sites.sfsu.edu/doit/admin>
   2. Go to: <https://sites.sfsu.edu/doit/node/1831/webform-results/table>

(or sites.sfsu.edu/doit/coursework-server-form then navigate to the submissions)

* 1. Get the list of major codes to add.

1. Look up the major name and abbreviation.
   1. Go to <http://www.sfsu.edu/~acadres/sims%20codes/major_minor2.htm>
   2. Check the major code exists and copy to major name and abbreviation.
2. Add the major to the provisioning table
   1. Connect to idm in production.
   2. Check that the major doesn’t already exist.

*select \* from unixlab\_majors where major=’<major\_code>’;*

*eg select \* from unixlab\_majors where major=’* *671701’;*

* 1. Add the major:

*insert into unixlab\_majors values(‘<major\_code>’,sysdate);*

* 1. Verify that one row was added then commit.

*Commit;*

1. Add the course to the access list.
   1. Go to: <https://sites.sfsu.edu/doit/unixlab-access>
   2. Click the edit link.
   3. Under “Major and Minor Codes” in alphabetical order, add a row by right clicking and selecting Row -> Add Row Below.
   4. Enter the major code, major abbreviation, and major name (from step 2).
2. Close the ticket with a message that the accounts will begin provisioning overnight.

# Distribution list requests

1. View the list of requests.
   1. <https://gateway.sfsu.edu/distributionlistrequestsubmission>
   2. You can filter by pending to just get the outstanding submissions.
2. Click the ‘Review’ button next to a pending submission.
3. Clean the shortname (this is referred to as account below)
   1. Edit the list shortname from 'List e-mail address (lower case without @lists.sfsu.edu)’ to all lower case. If there is an ‘@sfsu.edu’, remove it.
4. Check if the list shortname is in use.
   1. *Select \* from webdata.id\_sync where account=<account>;*
   2. *Select \* from webdata.id\_alias where acct\_name=<account>;*

If any statements return a result, click the ‘Reject’ button and in the reasons, state that the email address is already in use.

1. Approve the list
   1. Click the ‘Approve’ button
2. Update the alias list
   1. *insert into webdata.id\_alias (alias\_name, last\_update, alias\_type, acct\_name,category\_type) values('<account>@lists.sfsu.edu',sysdate,'dlmm','<account>','G');*
   2. Verify that one row was added and commit.
   3. *Commit;*
   4. Edit the list shortname from 'List e-mail address (lower case without @lists.sfsu.edu)’ to all lower case. If there is an ‘@sfsu.edu’, remove it.
3. Check if the list shortname is in use.
   1. *Select \* from webdata.id\_sync where account=<account>;*
   2. *Select \* from webdata.id\_alias where acct\_name=<account>;*

If any statements return a result, click the ‘Reject’ button and in the reasons, state that the email address is already in use.

1. Approve the list
   1. Click the ‘Approve’ button
2. Update the alias list
   1. *insert into webdata.id\_alias (alias\_name, last\_update, alias\_type, acct\_name,category\_type) values('<account>@lists.sfsu.edu',sysdate,'dlmm','<account>','G');*
   2. Verify that one row was added and commit.
   3. *Commit;*

**Creating Email Alias**

insert into webdata.id\_alias (alias\_to,alias\_name,last\_update,alias\_type,acct\_name)

values ('900069188','jonathan@sfsu.edu',sysdate,'smtp','jonathan')

You may have a site using your primary email address "online.sfsu.edu/kesch". If you would like to have a secondary account on online.sfsu.edu, you must get approval from your department head and from the Academic Affairs Operations AVP, Brian Beatty [bjbeatty@sfsu.edu](mailto:bjbeatty@sfsu.edu).

Messages cannot be migrated when changing from a student to a faculty/staff account. Please let us know when the faculty has saved any messages from the old account and has been granted faculty status so is eligible for an Exchange account.

Requestor's staff status is not updated with HR Department. Please contact HR for affiliation update.

**Unixlab.sfsu.edu server access issue (password)**

Try login to unixlab.sfsu.edu using your email name. For example login as follows.

Open the Terminal window and enter the enter the following content

ssh jadekb@unixlab.sfsu.edu

After entering the above content and it will ask the password. Enter your email password.

After entering the above password and it will login to you unixlab.sfsu.edu server.

Please let me know if you have any issues.

**Connect via SSH:**

*From a command prompt*

ssh [sfsumap@www.sfsu.edu](mailto:sfsumap@www.sfsu.edu)

*When prompted for password enter the password left on vm*

You can edit your first and middle name in order to change your display name at [www.sfsu.edu/email](http://www.sfsu.edu/email).

You should be eligible to create an email account after you accept your offer of admission, which can be done through the Gateway:

https://gateway.sfsu.edu

Here is a To Do list for new graduate students:

http://www.sfsu.edu/~gradstdy/to-do-list.htm

To change your first and middle name:

1. Login to [www.sfsu.edu/email](http://www.sfsu.edu/email)

2. Click on the account name you would like to update

3. Click on **Change directory name**

4. Edit your first and/or middle name fields

5. Click on **Update name**

6. Click on **Logout** to the right of your name

Legal names, or last names, can only be changed by submitting and Employee Action Request Form ([http://www.sfsu.edu/~hrwww/online\_forms/Payroll](http://www.sfsu.edu/%7Ehrwww/online_forms/Payroll/Employee_Action_Request.pdf))/Employee\_Action\_Request.pdf

Your request for the department e-mail account [newdept@sfsu.edu](mailto:newdept@sfsu.edu) has been processed. The account should be available within 2 hours. You can set/reset the password by logging in under your own SF State login at [www.sfsu.edu/email](http://www.sfsu.edu/email).

Please respond to this email if you have any problems and the ticket will be re-opened.

Thank you,

Name

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Your request for the distribution list [newdept@sfsu.edu](mailto:newdept@sfsu.edu) has been completed. You can manage the distribution list through the Gateway at <http://gateway.sfsu.edu/distributionlist>

Please respond to this email if you have any problems and the ticket will be re-opened.

Thank you,

Name

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Your request for unixlab.sfsu.edu accounts for the following classes/majors has been processed.

CSC 101

The accounts will begin provisioning overnight. For more information, visit <http://tech.sfsu.edu/guides/coursework-server-unixlab>

Please respond to this email if you have any problems and the ticket will be re-opened.

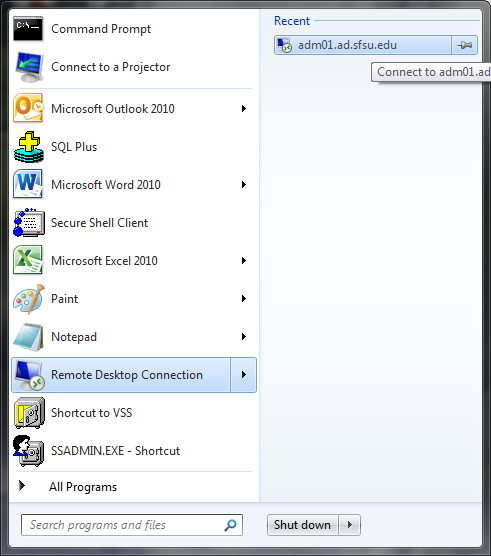
Thank you,

Name

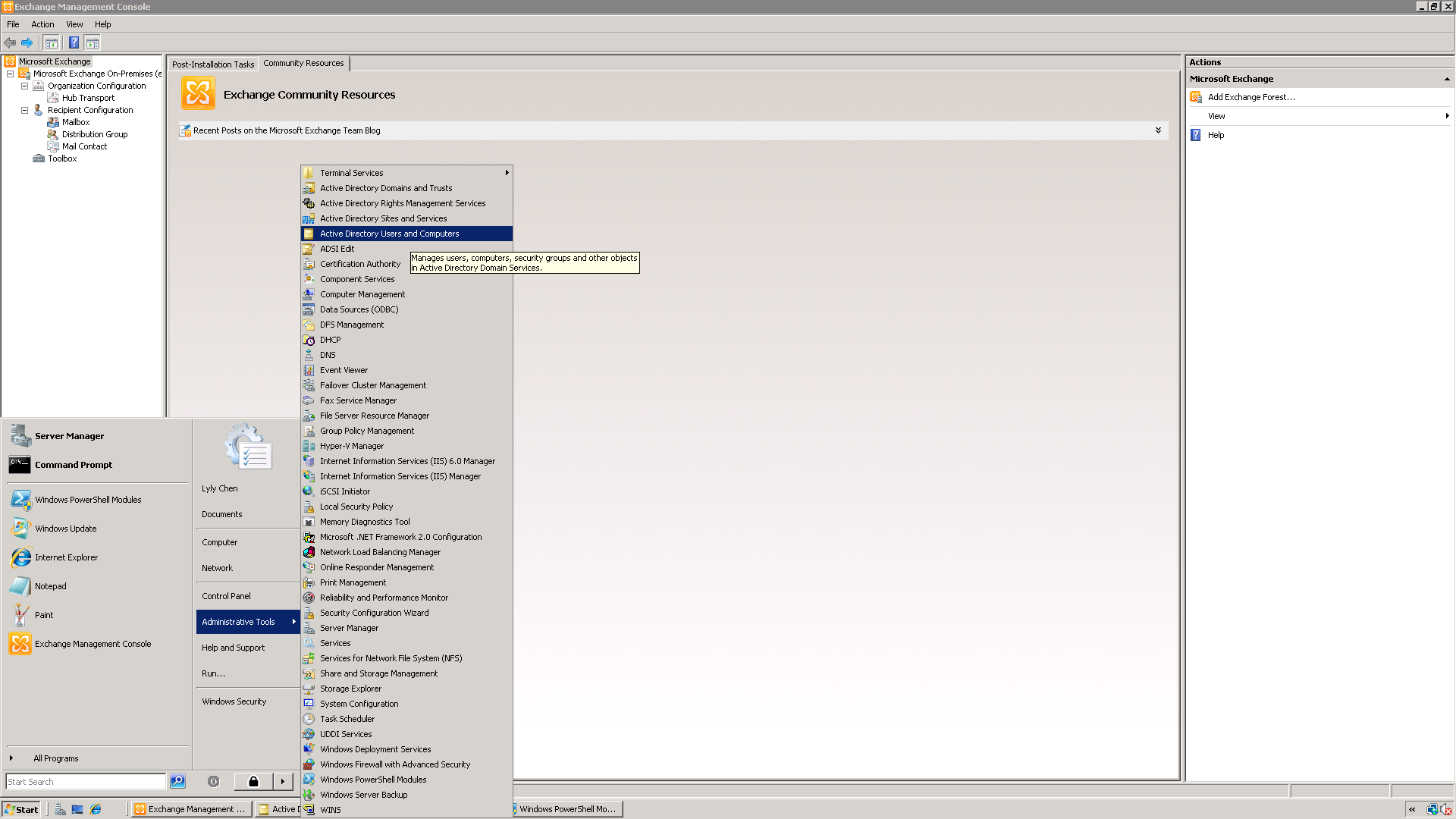
----

VPN Group

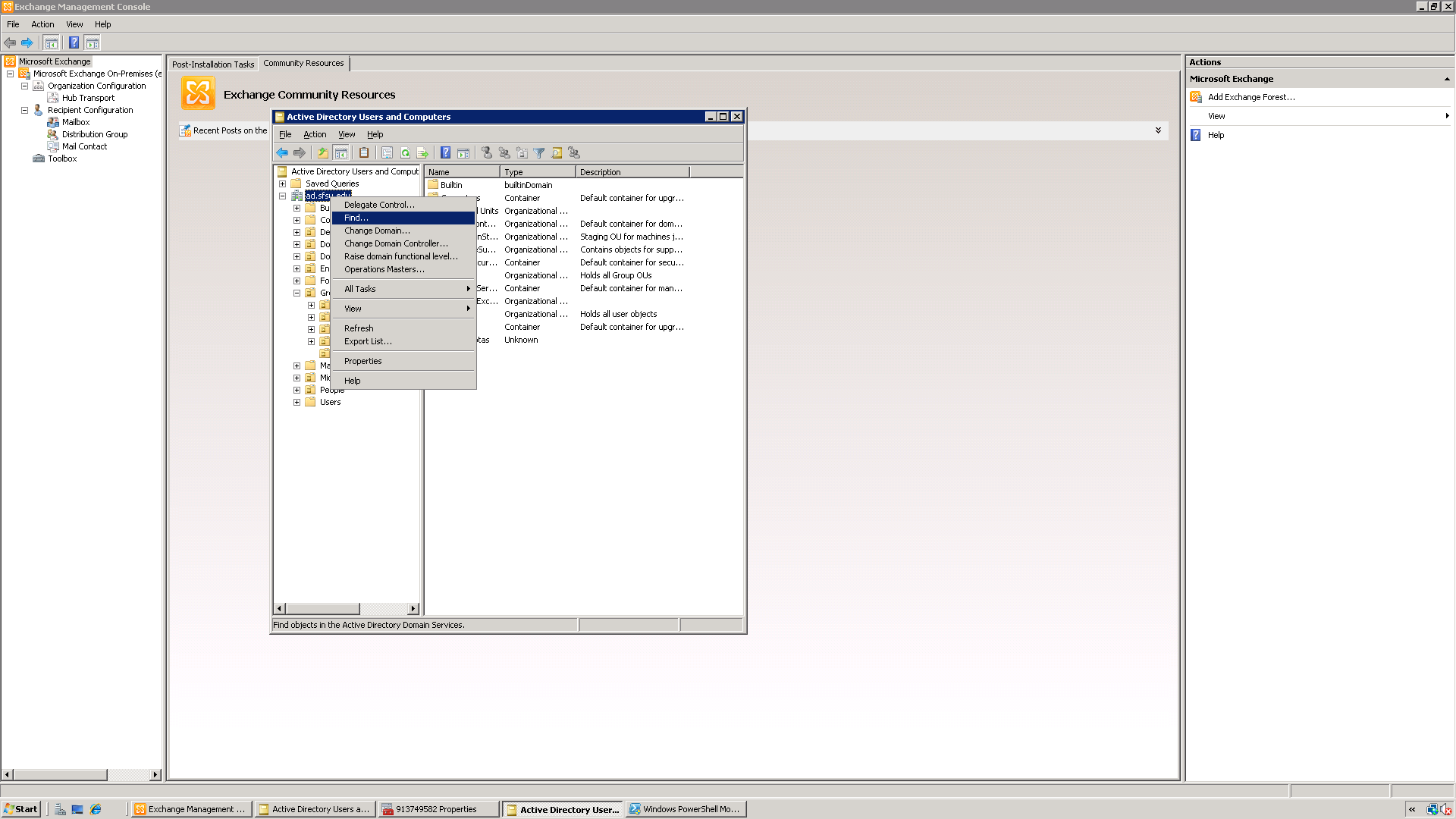
Logon to adm01.ad.sfsu.edu



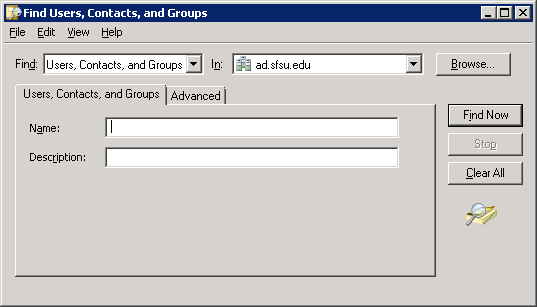
Start 🡪 Administrative Tools 🡪 Active Directory Users and computers



Right click on ad.sfsu.edu then click on find

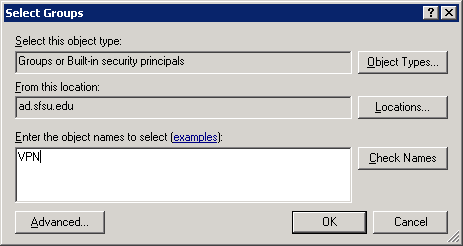


Put in the requestor’s SFSUid at Name field then click ‘Find Now’



Double click on the SFSUid to get information

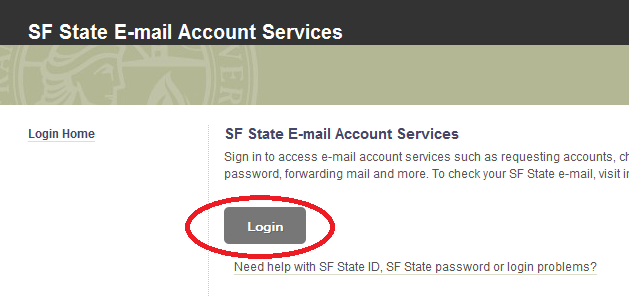
Click on Member of 🡪 click ADD 🡪 Enter the Group name (i.e. VPN) as object name



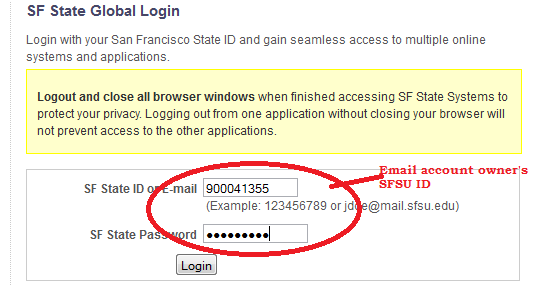
Click on the correspondence VPN Access group then click OK; then click Apply and OK to final the process.

Email account password reset

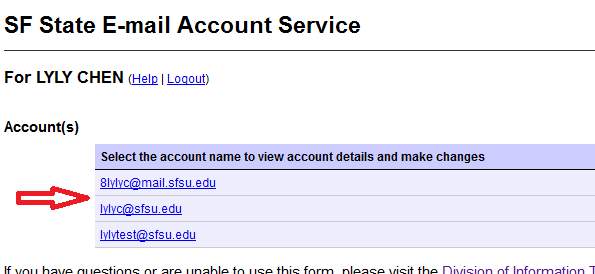
1. URL [www.sfsu.edu/email](http://www.sfsu.edu/email) will take you to SF State Email Account Services



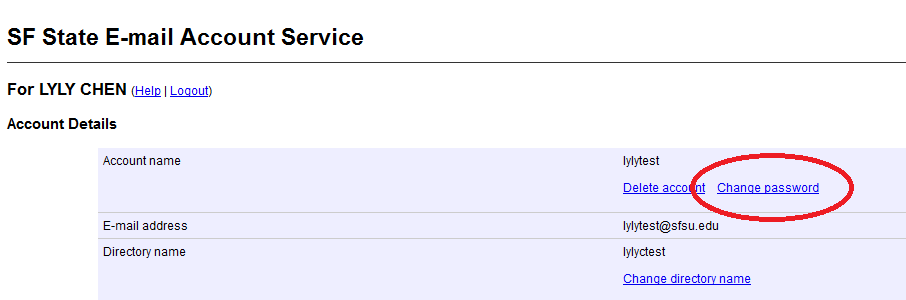
2. Click on Login will take you to SF state Global Login – use your SFSU ID and password to log in will take you to SF State E-mail Account Service



3. Click on the account that you would like to change password



4. Click on Change password to change the password



**Drupal – update the redirection script**

1. SSH to an account on [www.sfsu.edu](http://www.sfsu.edu) server

    ssh lylyc@www

    sudo su - <site>

2. Go to public\_html

    cd /apps/data/usr-data/www/admdept/site/public\_html

3. Create .htaccess file with the content to redirect to new site

To link every pages to new site home page use

echo "RedirectMatch 301 site(.\*)  http:// [site.sfsu.edu](http://ppd.sfsu.edu)/"  >>  .htaccess

To redirect just the hostname, keep page name

echo "RedirectMatch 301 site (.\*)  http:// [site.sfsu.edu](http://ppd.sfsu.edu)/$1"  >>  .htaccess

SVN repositories for web & Account Services as of 10/1/2013

<https://svn.sfsu.edu/webteam/trac>

<https://svn.sfsu.edu/training/trac>

<https://svn.sfsu.edu/studentschedule/trac>

<https://svn.sfsu.edu/drupal_portal/trac>

<https://svn.sfsu.edu/drupal_campus/trac>

<https://svn.sfsu.edu/drupal_groups/trac>

<https://svn.sfsu.edu/drupal_faculty/trac>

<https://svn.sfsu.edu/onlinedirectory/trac>

<https://svn.sfsu.edu/oim/trac>

<https://svn.sfsu.edu/transcript/trac>

<https://svn.sfsu.edu/mysfsu/trac>

<https://svn.sfsu.edu/idmanagement/trac>

<https://svn.sfsu.edu/reference/trac>

<https://svn.sfsu.edu/enrollment_mgmt/trac>

<https://svn.sfsu.edu/emergencycontacts/trac>